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**FACTORS WHICH INFLUENCE ABSENTEEISM AMONG THE
OPERATIONAL NON-EXEMPT WORKER IN DUFU
INDUSTRIES SDN. BHD, PENANG, MALAYSIA.**



HUSRI BIN HUSSAIN

UUM
Universiti Utara Malaysia

**MASTER OF SCIENCE
(OCCUPATIONAL SAFETY AND HEALTH
MANAGEMENT)
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**FACTORS WHICH INFLUENCE ABSENTEEISM AMONG THE
OPERATIONAL NON-EXEMPT WORKER IN DUFU INDUSTRIES SDN.**

BHD, PENANG, MALAYSIA.



By

HUSRI BIN HUSSAIN

**School of Business
Universiti Utara Malaysia
In Fulfillment of the Requirement for the Masters of Science
Occupational Safety and Health Management**



**Pusat Pengajian Pengurusan
Perniagaan**

SCHOOL OF BUSINESS MANAGEMENT

Universiti Utara Malaysia

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Calon untuk Ijazah Sarjana
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ABSTRACT

Absenteeism at workplace has always been one of the most common problems in any industry. It is commonly understood as a worker or a group of workers remaining absent from work either continuously for a long period or repeatedly for short periods due to many reasons. The present study has been designed a survey method to comprehend the causes for the worker absenteeism in the workplace. A total of 304 workers from operational sector were selected through purposive sample technique. From the study, 270 were returned and 257 were found to be useable. It was found out that, work place health problem, occupational stress and workload were significantly related to workers absenteeism in the company. Contrary to expectations, work environment was found not to be significant to absenteeism. To conclude, providing positive incentives to workers in the form of those motivational factors that normally influence workers to be absent is better than imposing the penalties for discouraging absenteeism. The best reward for the workers are influenced to a lesser extent by deterrent, loss of pay and benefits and loss of promotion opportunities. The company has to make rewards to their the workers or else providing counseling services to the workers by making them aware of these benefits would bring down the absenteeism in the workplace.

Keywords: Work place health problem, occupational stress, working environment, work load and absenteeism.

ABSTRAK

Ketidakhadiran di tempat kerja selalu menjadi salah satu masalah yang paling biasa dalam mana-mana industri. Ia biasanya difahami sebagai seorang pekerja atau sekumpulan pekerja yang tidak hadir ke tempat kerja sama ada secara berterusan untuk tempoh yang panjang atau berulang kali untuk jangka masa pendek disebabkan oleh pelbagai sebab. Kajian ini telah direka kaedah tinjauannya untuk memahami sebab-sebab ketidakhadiran pekerja di tempat kerja. Sejumlah 304 pekerja dari sektor operasi dipilih melalui teknik persampelan *purposive*. Sebanyak 270 jawapan kaji selidik telah dikembalikan dan 257 dapat digunakan. Keputusan kaji selidik menunjukkan bahawa masalah kesihatan tempat kerja, tekanan pekerjaan dan beban kerja menunjukkan pengaruh yang signifikan terhadap niat tidak hadir bekerja di syarikat. Berlawanan dengan jangkaan, persekitaran kerja didapati tidak signifikan terhadap niat untuk tidak hadir bekerja. Secara kesimpulannya, pemberian insentif yang positif kepada pekerja dalam bentuk faktor motivasi yang biasanya mempengaruhi pekerja tidak hadir adalah lebih baik daripada mengenakan penalti untuk tidak menggalakkan ketidakhadiran. Ganjaran terbaik bagi pekerja juga akan dipengaruhi kepada tahap yang lebih rendah disebabkan beberapa kekangan, kehilangan gaji dan faedah serta kehilangan peluang kenaikan pangkat. Syarikat harus memberi ganjaran kepada pekerja mereka atau menyediakan khidmat kaunseling kepada pekerja supaya mereka menyedari ganjaran yang diterima dan ini akan menurunkan kes ketidakhadiran di tempat kerja.

Kata kunci: Masalah kesihatan tempat kerja, tekanan pekerjaan, persekitaran kerja, beban kerja dan niat ketidakhadiran ke tempat kerja.

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LIST OF ABBREVIATIONS

ABST	Absenteeism
ASYM	Assembly
ATL	Auto lathe
CEO	Chief Executive Officer
CMV	Common Method Variance
CNC	Computer Numerical Control
CSR	Corporate Social Responsibility
D ²	Mahalanobis Distance
DD	Double Disk
EFA	Exploratory Factor Analysis
ECG	Electrocardiogram
FAB	Fabrication
FMM	facility and maintenance
Gen X	Members of generation born in the 1960s and 1970s
Gen Y	Members of generation born in the 1980s and 1990s
HIRARC	Hazard identification Risk Assessment and Risk Control
INDC	Iran National Drilling Company
JOS	Job Occupational Stress
KMO	Keiser-Meyer-Olkin measure of Sampling Adequacy
LOG	Logistics
NPL	No Pay Leave
OCB	Organizational Cultural Behaviour

Q A	Quality assurance
QWL	Quality Work Life
RSA	Royal Society of Australia
RMN	Royal Malaysian Navy
Sdn.Bhd.	Sendiran Berhad
STMP	Sampling
SM	Sheet Metal
SPSS	Statistical Package for the Social Sciences
SME	Small and Medium Enterprises
UTM	University Technology MARA
VIF	Variance Inflated Factor
WHO	World Health Organization
WRMDs	Work-related musculoskeletal disorders
WKHP	Work Place Health Problems
WE	Work Environment
WL	Work Load



CHAPTER ONE

INTRODUCTION

1.1 Introduction

Working in the manufacturing line exposes workers to several potential safety and health issues in their daily working hours. Workers may have experienced some potentially occupational safety and health issue while at work. These safety related issues could influence their working attitudes and the perceptions they may have towards their work that could lead to absenteeism phenomenon. Absenteeism is one of the issues that often triggers the concern of management. This is among the so many challenges faced by organizations, firms and manufacturing industries around the world in containing issues of absenteeism amongst workers. Attending to workers' need and understanding their plights as well as having a proper remedy towards their concerns will help organizational productivity, efficiency, reduce labor time lost, decrease disruptions, retraining for substitution, and maximizing working time.

This chapter reflects the blueprint of the study. The chapter starts with the background of the study in which important issues were highlighted. It was then followed by research questions and objectives. Subsequently, the importance of study and the scope of study were underlined. Lastly, the organization of the thesis is presented.

1.2 Background of the study

Absenteeism is a global issue that most organizations are facing now. Regardless of the type of the organization and the location, this phenomena has been an issue for management to understand, overcome by way of providing the appropriate solutions

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Appendix A



**UNIVERSITY UTARA MALAYSIA
06100 UUM SINTOK, KEDAH DARUL AMAN
MALAYSIA**

Dear participant,

Thank you for agreeing to participate in this research.

I would appreciate if you could answer the questions carefully as the information provided will take no longer influence the accuracy and the success of this research. It will take no longer than 30 minutes to complete the questionnaires. The questionnaires consist of SIX (6) SECTIONS. Please read the instruction for each section and please answer ALL the questions.

Please be rest assure that all the information provided will be kept confidential and is used for academic purposes. Should you have any questions regarding this research, you may address them to me at the below contact details

Thank you for your kind support and the time taken in answering this questionnaires.

Yours sincerely,

Husri Hussain,

Master Degree Candidate,

Othman Yeop Abdullah Graduate School of Business,

University Utara Malaysia,

06100 UUM Sintok,

Kedah, Malaysia.

Email: husri2001@yahoo.com

Contact No: 012-4375328

SECTION A

INSTRUCTIONS

This part contains few demographic information pertaining to yourself. Please tick > in the box and write your response in the space.

1. Gender:

☐ Male

☐ Female

2. Nationality:

☐ Malaysia

☐ Myanmar

☐ Nepal

☐ Vietnam

3. Age _____ Years

☐ 18-23

☐ 24- 29

☐ 30-35

☐ 36-41

☐ > 41

4. Marital Status

☐ Single

☐ Married

☐ Divorce/ Widowed

5. Departments

☐ CNC

☐ DD

☐ AQ

☐ QA

☐ STMP

☐ SM

☐ FMM

☐ AL

☐ LOG

☐ FAB

6. Length of Service _____ Years

☐ <3

☐ 4-6

☐ 7-9

☐ 10-12

☐ 13-15

☐ > 16

SECTION ONE

DIRECTION: In this section, please rate your level of agreement with the following statements as all questions have the same options (1= Strongly Disagree SD, 2= Disagree, 3 = Agree, 4 = Strongly Agree)

		SD	D	A	SA
1.	In my opinion, absenteeism is a problem at my department.	1	2	3	4
2.	In my opinion, absenteeism can be controlled by creating a good working environment.	1	2	3	4
3.	I will be absent when I have no annual leave.	1	2	3	4
4.	I will be absent because I am afraid that my annual leave will not be approved.	1	2	3	4
5.	I found that my annual leave application is very difficult to approve.	1	2	3	4
6.	I always know that someone will cover my absence.	1	2	3	4
7.	I have never been absent without prior approval.	1	2	3	4

SECTION TWO

DIRECTION: In this section, please rate your level of agreement with the following statements as all questions have the same options (1= Strongly Disagree SD, 2= Disagree, 3 = Agree, 4 = Strongly Agree)

		SD	D	A	SA
1.	In the last 4 weeks, I was absent due to my health condition.	1	2	3	4
2.	I often slept badly and restlessly.	1	2	3	4
3.	I often found it hard to go to sleep.	1	2	3	4
4.	I often wake up too early and not been able to get back to sleep.	1	2	3	4
5.	I often wake up several times and found it difficult to get back to sleep	1	2	3	4
6.	I often felt worn out or tired.	1	2	3	4
7.	I often have been physical exhausted.	1	2	3	4
8.	I often have been emotionally exhausted.	1	2	3	4
9.	I often felt tired.	1	2	3	4
10.	I often have problems relaxing.	1	2	3	4
11.	I often been irritable.	1	2	3	4
12.	I often have been tense.	1	2	3	4
13.	I often have been stressed.	1	2	3	4
14.	I often felt sad.	1	2	3	4
15.	I often have lacked self-confidence.	1	2	3	4
16.	I often have had a bad conscience or felt guilty.	1	2	3	4
17.	I often have lacked interest in everyday things.	1	2	3	4
18.	I often have had tension in various muscles.	1	2	3	4
19.	I often have had problems concentrating.	1	2	3	4
20.	I often found it difficult to think clearly.	1	2	3	4
21.	I often have had difficulty in making decisions.	1	2	3	4
22.	I often have had difficulty with remembering.	1	2	3	4
23.	I am always able to solve difficult problems, if I try hard enough.	1	2	3	4
24.	If people challenge me, I find a way of achieving what I want.	1	2	3	4

25.	It is easy for me to stick to my plans and reach my objectives.	1	2	3	4
26.	I feel confident that I can handle unexpected events.	1	2	3	4
27.	When I have a problem, I can usually find several ways of solving it.	1	2	3	4
28.	Regardless of what happens, I usually manage to complete my work.	1	2	3	4



SECTION THREE

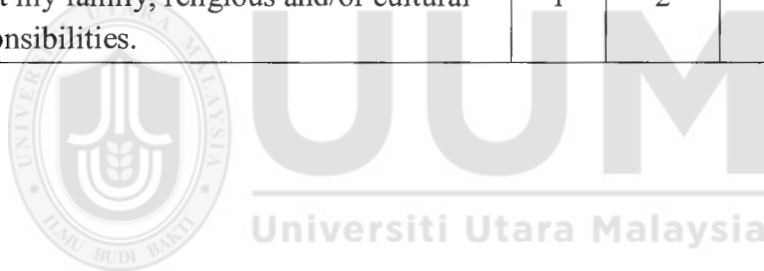
DIRECTION: In this section, please rate your level of agreement with the following statements as all questions have the same options (1= Strongly Disagree SD, 2= Disagree, 3 = Agree, 4 = Strongly Agree)

		SD	D	A	SA
1.	I can influence about my work.	1	2	3	4
2.	I have a say in choosing who I work with.	1	2	3	4
3.	I can influence the amount of work assigned to me.	1	2	3	4
4.	I have an influence on what I do at work.	1	2	3	4
5.	My work requires me to take the initiative.	1	2	3	4
6.	I can learn new things through my work.	1	2	3	4
7.	I can use my skills or expertise in my work.	1	2	3	4
8.	My work give me the opportunity to develop my skills.	1	2	3	4
9.	My work is meaningful to me.	1	2	3	4
10.	I feel that the work I do is important.	1	2	3	4
11.	I feel motivated and involved in my work.	1	2	3	4
12.	I enjoy telling others about my place of work.	1	2	3	4
13.	I feel that my place of work is important to me.	1	2	3	4
14.	I recommend my friend to apply for a position at my work place.	1	2	3	4
15.	I don't consider looking for work elsewhere.	1	2	3	4

SECTION FOUR

DIRECTION: In this section, please rate your level of agreement with the following statements as all questions have the same options (1= Strongly Disagree SD, 2= Disagree, 3 = Agree, 4 = Strongly Agree)

		SD	D	A	SA
1.	I do not mind my superior requests me to come to work for overtime.	1	2	3	4
2.	I am willing to work after office hours weekends public holidays.	1	2	3	4
3	I am willing to replace my colleagues job when he/she is absent from work.	1	2	3	4
4.	My responsibilities increase double from the last one year.	1	2	3	4
5.	The increased workload has negatively affect my family, religious and/or cultural responsibilities.	1	2	3	4



SECTION FIVE

DIRECTION: In this section, please rate your level of agreement with the following statements as all questions have the same options (1= Strongly Disagree SD, 2= Disagree, 3 = Agree, 4 = Strongly Agree)

		SD	D	A	SA
1.	I know how my supervisor think of me and evaluate my performance.	1	2	3	4
2.	I may not be able to complete my job within a normal working day.	1	2	3	4
3	The amount of work that I have may affect the way I get it done.	1	2	3	4
4.	I have less authority to carry out the responsibilities assigned to you.	1	2	3	4
5.	My job required me to decide thing that affect the lives of others.	1	2	3	4
6.	I worry that my job cannot satisfy other's demand.	1	2	3	4
7.	My work may require me to judge things that is not in my scope.	1	2	3	4
8.	I get less information on my job.	1	2	3	4
9.	My job tends to interfere with my family life.	1	2	3	4
10.	I am not clear of my job scope and responsibilities.	1	2	3	4
11.	I cannot influence my immediate supervisor's decisions and actions that affect me.	1	2	3	4
12.	I am not sure of any advancement career on me.	1	2	3	4
13.	I am not sure of what my coworkers or immediate supervisor expect from me.	1	2	3	4
14.	I think I am qualified to handle the job.	1	2	3	4
15.	I think people don't like and accept me at my workplace.	1	2	3	4

Appendix B Total Variance Explained

Total Variance Explained						
Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	12.690	18.128	18.128	12.690	18.128	18.128
2	6.821	9.745	27.873	6.821	9.745	27.873
3	5.149	7.356	35.229	5.149	7.356	35.229
4	2.816	4.023	39.252	2.816	4.023	39.252
5	2.309	3.298	42.550	2.309	3.298	42.550
6	2.094	2.992	45.542	2.094	2.992	45.542
7	1.918	2.741	48.283	1.918	2.741	48.283
8	1.832	2.617	50.899	1.832	2.617	50.899
9	1.718	2.454	53.353	1.718	2.454	53.353
10	1.564	2.234	55.588	1.564	2.234	55.588
11	1.532	2.189	57.777	1.532	2.189	57.777
12	1.345	1.922	59.698	1.345	1.922	59.698
13	1.245	1.778	61.477	1.245	1.778	61.477
14	1.213	1.733	63.210	1.213	1.733	63.210
15	1.144	1.634	64.844	1.144	1.634	64.844
16	1.114	1.592	66.436	1.114	1.592	66.436
17	1.055	1.507	67.943	1.055	1.507	67.943
18	.984	1.405	69.348			
19	.939	1.341	70.690			
20	.919	1.313	72.003			
21	.914	1.305	73.308			
22	.854	1.219	74.527			
23	.834	1.192	75.719			
24	.788	1.125	76.845			
25	.768	1.097	77.941			
26	.721	1.030	78.971			
27	.717	1.024	79.994			
28	.667	.953	80.948			
29	.624	.892	81.840			
30	.610	.871	82.711			
31	.600	.858	83.569			
32	.587	.838	84.407			
33	.573	.818	85.225			
34	.555	.793	86.018			
35	.547	.782	86.800			

36	.505	.721	87.521		
37	.494	.706	88.227		
38	.479	.685	88.911		
39	.446	.637	89.549		
40	.431	.615	90.164		
41	.414	.592	90.756		
42	.390	.557	91.312		
43	.380	.543	91.855		
44	.370	.528	92.383		
45	.344	.491	92.874		
46	.335	.479	93.353		
47	.320	.458	93.810		
48	.317	.453	94.263		
49	.302	.432	94.695		
50	.280	.400	95.095		
51	.272	.388	95.483		
52	.263	.375	95.858		
53	.256	.366	96.224		
54	.238	.340	96.565		
55	.228	.325	96.890		
56	.214	.306	97.196		
57	.203	.290	97.486		
58	.194	.276	97.762		
59	.172	.245	98.007		
60	.171	.244	98.252		
61	.156	.223	98.474		
62	.150	.215	98.689		
63	.147	.210	98.899		
64	.134	.192	99.091		
65	.128	.183	99.274		
66	.118	.169	99.443		
67	.111	.159	99.602		
68	.103	.147	99.748		
69	.091	.131	99.879		
70	.085	.121	100.000		

Extraction Method: Principal Component Analysis.

Appendix C

Factor Analysis Loadings

Component Matrix for Absenteeism

Component Matrix^a

	Component
	1
ABST4	.800
ABST1	.736
ABST3	.773
ABST2	.467
ABST5	.698
ABST6	.434
ABST7	.723

Extraction Method:

Principal Component

Analysis.

a. 1 components

extracted.

Component Matrix for Work Place Health Problems

Component Matrix^a

	Component
	1
WKHP1	.541
WKHP2	.624
WKHP3	.714
WKHP4	.787
WKHP5	.691
WKHP6	.692
WKHP7	.754
WKHP8	.668
WKHP9	.511
WKHP10	.660
WKHP11	.586
WKHP12	.708
WKHP13	.550
WKHP14	.716

WKHP15	.652
WKHP16	.845
WKHP17	.683
WKHP18	.621
WKHP19	.697
WKHP20	.791
WKHP21	.758
WKHP22	.758
WKHP23	.756
WKHP24	.547
WKHP25	.682
WKHP26	.678
WKHP27	.785
WKHP28	.808

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

Component Matrix for Work Environment

Component Matrix^a

	Component
	1
WE1	.548
WE2	.611
WE3	.741
WE4	.752
WE5	.749
WE6	.712
WE7	.633
WE8	.749
WE9	.471
WE10	.664
WE11	.682
WE12	.596
WE13	.693
WE14	.648
WE15	.518

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Component Matrix for Work Load

Component Matrix^a

	Component
	1
WL1	.820
WL2	.791
WL3	.538
WL4	.708
WL5	.777

Extraction Method:
Principal Component
Analysis.

a. 1 components extracted.

Component Matrix for Job Occupational Stress

Component Matrix^a

	Component
	1
JOS1	.731
JOS2	.790
JOS3	.543
JOS4	.641
JOS5	.847
JOS6	.643
JOS7	.655
JOS8	.648
JOS9	.814
JOS10	.596
JOS11	.683
JOS12	.768
JOS13	.700

JOS14	.679
JOS15	.648

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.



Appendix D Regression Analysis Explained (Beta Values, Std Error, T, Values & P Values)

	Unstandardized Coefficients		Standardized Coefficients	t-Value	Sig.
	B	Std Error	Beta		
(Constant)	.709	.248		2.854	.005
Work Place Health Problem	.371	.066	.382	5.646	.000
Work Environment	.040	.049	.042	.810	.419
Work Load	.145	.069	.130	2.810	.038
Job Occupational Stress	.198	.092	.166	2.144	.033
R ² .328	Adj R ² .318		F= 30.811	Sig. = .000	DF = 1.751